

4/4/2020

Dear Patients,

This email is to inform you of what steps we are taking at the office to maintain a safe environment for you, your family and ourselves. Please read it in entirety. It brings us much joy to know you and to be a part of your healthcare team. We appreciate your trust and your friendship over the years and continue to be thankful for each of you.

Here we go...please do not come to the office if you or any of your household members or close contacts are experiencing fever, cough, shortness of breath or respiratory issues of **any** kind – please call us and we will help you determine a safe timeframe in which to reschedule your appointment. If you have travelled through any airport in the 2 weeks prior to your appointment, we ask you to reschedule your appointment until after 14 days have passed. Please do not bring any guests into the office for your appointment unless necessary. We have staggered our schedule to the point where you should not have to wait in our lobby if you show up to your appointment on time. If you prefer to wait in your car and communicate with us regarding your whereabouts via your cell phone, that works also.

Upon entering the office, you will be asked to wash your hands or used the provided hand sanitizer. We will check you in via the computer, no sign in sheet. We will be checking temperatures of all who enter as well as asking you to answer a few questions regarding any recent infectious symptoms of you and your household members/close contacts, your recent travel and your recent contact with anyone who may have been diagnosed or suspected to have COVID-19. We hope these measures do not offend you. We are trying to strike a balance of providing a comfortable safe environment and not being prying or disrespectful. All staff will be wearing non-medical cloth face coverings. We will also be monitoring our own health and risk factors accordingly and will take appropriate action if needed.

We are repeatedly cleaning the office with EPA approved COVID-19 cleansers and are cleaning the tables between all patients with the same. We have also rearranged our lobby and all our treatment rooms to maintain six feet of distance between you and our staff the majority of time you are in our office.

We have all experienced the well-being provided by regular chiropractic care and acupuncture treatments. They can be imperative for many to preserve their level of physical activity which is so helpful in maintaining healthy mind and body. In order to further help you we also have a full variety of high quality oriental herbs and traditional immune system support products such as elderberry syrup; vitamins A,C, and D; oregano oil capsules; colloidal silver and more.

If you have any questions or concerns (or complaints 😊), or would like to reschedule your appointment, please call the office at 828-837-1821. It could take months before this pandemic is under control. Our goal is to provide services to you, your family and friends if we can safely so. If it ever becomes necessary for us to close, we will be back at work as soon as possible using the same standards as described above.

Very Sincerely,

Edie Spence, D.C.